**OFFICE OF MOTOR VEHICLES
STRATEGIC PLAN
FISCAL YEAR 2006-2010**

AGENCY VISION

OMV will provide the highest quality service and protection to internal and external customers in an environment that views change as opportunity.

AGENCY MISSION

The Office of Motor Vehicles performs functions of the state relative to the examination and licensing of operators of motor vehicles, the suspension and revocation of such licenses, issuance of vehicle title and registration certificates, license plates for all motor vehicles operated upon the highways of the state, recordation of liens against vehicles, and the collection of sales/use tax and other appropriate fees, all in accordance with applicable laws.

AGENCY PHILOSOPHY

OMV will serve the public in a professional, compassionate and responsive manner while maintaining a high standard of quality through an innovative approach to customer service.

AGENCY GOALS, OBJECTIVES AND STRATEGIES

I.   Provide unparalleled service to both internal and external customers.

OBJECTIVE I.1   Increase customer satisfaction by 3% by June 30, 2010.

The Agency provides customers with the opportunity to comment on the quality of the service they have received. According to the comments received over the past few years, the majority of the customers are satisfied with the services rendered. However, the Agency strives for complete satisfaction. Our objective is to increase public awareness, expand customer services, and enhance our ability to perform the services offered expediently. The current satisfaction level is 84%. The agency will strive to be at 87% by June 30, 2010.

STRATEGY I.1.1   Multi-service stations (customer-centric services)

The agency is currently undergoing re-engineering of our computer system. The Next Generation Computer System will be a customer-centric database and will have the capability to allow offices in field services to process driver's license, vehicle registration and reinstatement transactions from any location throughout the state. Customer satisfaction will increase because customers can handle all Office of Motor Vehicles' business in one location.

STRATEGY I.1.2   Broaden electronic/automated services

Visitors to the OMV Web site are currently able to perform a variety of services. Vehicle registration renewal, driver's license renewal, identification card renewal, address changes, notice of vehicle transfers, specialized plate requests and email inquiries are currently available. Reinstatement of driving/registration privileges and vehicle registration fee quotes are forthcoming. Policy/Procedures and downloadable forms are posted on the site to give customers a new means of obtaining necessary documents. Additional information will be posted to increase public awareness of the rules and regulations enforced by the Agency.

STRATEGY I.1.3   Increase toll-free phone services to accommodate fluctuations in customer demands

Legislation has authorized the agency to implement a toll-free telephone hotline to assist customers. The agency implemented an automated call-distribution system to allow customers to queue for the next available customer service agent. Through advanced technology, we will be able to identify the customer prior to an agent answering the phone. The agency is exploring the option of staffing telephones with part-time employees, allowing full-time employees to dedicate more time to complex functions or cases.

STRATEGY I.1.4   Increase the number of Q-matics in local offices to expedite the routing of customers

Q'Matic is a queuing system that will electronically route customers who are utilizing a field office. The queuing system acts as a receptionist to sort customers by type of transaction requested, informs the customer immediately upon registering of the approximate wait time, and has managerial reporting for number of customers, types of service requested, wait times, employee production, etc.

STRATEGY I.1.5   Decrease walk-in customer wait times

Reduction of customer wait time is a primary target of this Agency. If customers receive the services requested in an expedient manner, customer satisfaction will increase proportionately. The Next Generation Computer System and the installation of queuing systems (Q-Matic) will aid in reducing customer wait times in field offices statewide.

STRATEGY I.1.6   Promote the "Get It Together" Program
                     developed by AAMVA (American Association of
                     Motor Vehicle Administrators)

AAMVA has developed a turnkey communications program entitled "Get It Together"
to aid jurisdictions with informing and educating the public on new guidelines,
policies and procedures. By implementing this new campaign, the agency will be
making the public aware of documentation requirements. Being prepared and
having the correct information will make the customer's trip to a local office a more
positive experience.

PERFORMANCE INDICATORS

Input   Number of DL/VR field locations
                Number of field reinstatement locations
                Number of electronic/automated services offered
                Average daily number of toll-free telephone agents
                Number of incoming toll-free telephone calls
                Number of field office locations
                Number of walk-in customer transactions
                Number of walk-in customers
                Large OMV office wait time (average in minutes)
                Medium OMV office wait time (average in minutes)
                Small OMV office wait time (average in minutes)
                Large reinstatement office wait time (average in minutes)
                Medium reinstatement office wait time (average in minutes)
                Small reinstatement office wait time (average in minutes)
                Number of initiatives in the "Get It Together" Program
                Number of customer surveys sent

Output   Number of field office locations offering multiple services
                Number of field offices offering Q-matic routing
                Number of transactions conducted by Mobile Motor Vehicle Office
                Number of transactions processed via Internet
                Number of transactions processed via Conversant
                Number of initiatives implemented from the "Get It Together" Program
                Number of transactions performed by Public Tag Agents
                Number of surveys returned or completed

Outcome   Percent of field office locations offering multiple services
                Percentage increase in electronic/automated services offered
                Percentage of toll-free telephone agents located off-site
                Percentage of toll-free telephone calls answered
                Average wait time in telephone queue (in minutes)
                Percentage of field offices offering Q-matic routing

Percentage of Class D and E driver's licenses returned and processed by mail
Percentage of Class D and E driver's licenses returned and processed via the internet
Percentage of Class D and E driver's licenses returned and processed via the conversant
Percentage of ID Cards returned and processed by mail
Percentage of ID Cards returned and processed via the internet
Percentage of ID Cards returned and processed via the conversant
Percentage of vehicle registration renewals returned and processed by mail
Percentage of vehicle registration renewals returned and processed via the internet
Percentage of vehicle registration renewals returned and processed via the conversant
Percentage increase of public awareness initiatives implemented
Percentage of customers neutral
Percentage of customers satisfied
Percentage of customers very satisfied
Percentage of customers dissatisfied
Percentage of customers very dissatisfied

OBJECTIVE I.2   Increase employee satisfaction by 3% by June 30, 2010.

The agency is strongly invested in retaining its skilled employees and is engaging in strategies designed to enhance the employee's working experience. In the past, the high turnover rate of employees was a major problem for the agency. The agency believes that very satisfied employees leads to excellent customer surveys which leads to very satisfied customers.

STRATEGY I.2.1   Increase availability of computer based training for all employees

Due to the constantly changing work environment employees must adjust their procedures. Computer based training for all employees would ensure better compliance with changes at minimum costs and would allow refresher courses for senior employees needing minimal training. Due to a limited training staff, our current training program does not meet the needs of employees.

STRATEGY I.2.2   Increase availability of flexible work schedules for employees

The agency currently has a minimal number of employees working flexible work schedules. Expansion of the program would allow a partnership between the employer and employee which addresses their needs without affecting the Agency's service to the public.

STRATEGY I.2.3   Expand the employee recognition program

Recognition of an employee's special contributions to an agency provides administrators with a valuable tool to address the needs for employee retention, recognition and improvement of employee morale. Employees at all levels within an agency like to realize that their special contributions are recognized. Employee recognition fosters an organizational culture that places focus on each and every employee. It provides for continuously motivating employees and allows their peers, as well as management, to express appreciation for individual and group contributions and commitment. Recognition helps to achieve the agency's desired objectives and strengthens relationships, and helps to transfer agency objectives into internal and personal goals for participants, thus making the agency's goals the participant's goals.

PERFORMANCE INDICATORS

Input
Number of employees
Number of computer based training programs
Number of computer based training courses offered
Number of awards available
Number of employee surveys sent

Output
Number of employees trained through computer based training program
Number of employees nominated for an award
Number of employees with flexible work schedules
Number of awards issued
Number of employee survey responses

Outcome
Percentage of employees trained through computer based training program
Percentage of employees with flexible work schedules
Percentage of awards issued
Percentage of employees neutral
Percentage of employees satisfied
Percentage of employees very satisfied
Percentage of employees dissatisfied
Percentage of employees very dissatisfied

OBJECTIVE I.3   Increase OMV regulated business partner satisfaction by 3% by June 30, 2010.

As business partners contribute greatly to the agency through their roles as revenue collectors and skills testers, it is appropriate that any effort possible be made to improve their interactions with the agency and to increase their understanding of the work that is to be performed. The current satisfaction level is 60%.

STRATEGY I.3.1   Expand training for OMV regulated business partners (VR Training and 3rd party testers)

The Agency is responsible for providing limited training to regulated business partners. Computer based training will offer more uniform training and convenience to the business partner. It will also reduce travel expenditures incurred because of instructor-led training.

PERFORMANCE INDICATORS

Input   Number of computer based training programs
             Number of computer based training courses offered
             Number of regulated business partners
             Number of regulated business partner surveys sent

Output   Number of regulated business partners trained through computer based training programs
             Number of instructor-led training programs
             Number of regulated business partners trained through instructor-led training programs
             Number of regulated business partner survey responses

Outcome   Percentage of regulated business partners trained through computer based training programs
             Percentage of regulated business partners trained through instructor-led training programs
             Percentage of regulated business partners neutral
             Percentage of regulated business partners satisfied
             Percentage of regulated business partners very satisfied
             Percentage of regulated business partners dissatisfied
             Percentage of regulated business partners very dissatisfied

II.   Protect consumers and ensure public safety through communication and accountability.

OBJECTIVE II.1   Increase Homeland Security efforts by 80% by June 30, 2010.

The agency takes very seriously its very important role as the custodian of all driver and vehicle records and as the central entity of identification issuance and verification for the state. Currently the agency is utilizing six Homeland Defense initiatives. By June 30, 2010, the agency is anticipating implementing an additional five methods.

STRATEGY II.1.1 Implementation of fingerprinting of all hazardous materials drivers

The mission of the Department of Public Safety is to provide safety services to citizens and visitors of Louisiana. In an effort to comply with the U. S. Patriot Act, maintain integrity in our Commercial Driver's License program, and provide customer convenience, fingerprinting will be available in major full service Commercial Driver's License offices to applicants for hazardous materials endorsements.

STRATEGY II.1.2 Implement on-line verification of birth/death certificates with the Office of Public Health

The agency is currently in discussion with OPH about interfacing with OMV's database to record notification of individuals' deaths in order to prevent theft of those individuals' identities. In a recent audit it was determined that 67 individuals had fraudulently assumed the identities of deceased persons.

STRATEGY II.1.3 Increase the number of internal audits performed

Audits are performed periodically statewide for quality assurance purposes. Audits inform management about areas in which employees require additional training and also ensure employee enforcement of departmental policies.

STRATEGY II.1.4 Establish employee training (web-based) on fraudulent document detection

With the rise in identity theft and the nation's focus on homeland security, as well as the fact that the driver's license has become a primary source of identification, it is imperative that identification documents be thoroughly reviewed before issuance of driver's license and identification cards. Training in the area of fraud detection plays a major role in this endeavor.

PERFORMANCE INDICATORS

Input Number of Hazardous Materials Drivers
   Number of Driver's License/ID Card records
   Number of in-house audits performed

Output Number of Hazardous Materials Drivers fingerprinted
   Number of Driver's License/ID Card records checked against OPH

Outcome   Percentage of Hazardous Materials Drivers fingerprinted
                    Percentage of errors found during in-house audits

OBJECTIVE II.2   Increase communication efforts to promote public awareness by 100% by June 30, 2010.

Informing the public about motor vehicle laws and requirements which can impact their daily lives is essential to the improvement of the working relationship between the agency and the citizenry serviced by the agency. Currently the agency is utilizing four methods of communication efforts to promote public awareness. By June 30, 2010, the agency is anticipating implementing an additional four methods.

STRATEGY II.2.1   Promote the "Get It Together" Program developed by AAMVA (American Association of Motor Vehicle Administrators)

AAMVA has developed a turnkey communications program entitled "Get It Together" to aid jurisdictions with informing and educating the public on new guidelines, policies and procedures. By implementing this new campaign, the agency will be making the public aware of documentation requirements. Being prepared and having the correct information will make the customer's trip to a local office a more positive experience.

PERFORMANCE INDICATORS

Input   Number of initiatives in the "Get It Together" Program

Output   Number of initiatives implemented from the "Get It Together" Program

Outcome   Percentage increase of public awareness initiatives implemented

OBJECTIVE II.3   To complete implementation of Next Generation Motor Vehicles project by June 30, 2010.

The agency is currently partnering with an outside vendor to structure and develop an advanced technological system by totally re-engineering the system now in use. The current infrastructure is approximately 25 years old and hinders personnel in accessing information and in processing transactions in an expedient manner. Implementation will be introduced in phases. Currently there are four phases to this project. Phase one has been completed. Phase two is in progress. A contract has been awarded for phase three and will begin during FY 04-05. Phase four has not been begun.

PERFORMANCE INDICATORS

Input   Number of NGMV phases

Output   Number of NGMV phases completed

Outcome   Percentage of NGMV project completion

APPENDIX

- The principal clients and users of the Office of Motor Vehicles Licensing program are licensed drivers, registered owners of vehicles, law enforcement, dealerships, financial institutions, government entities (federal, state and local), insurance industry and customers seeking information pertaining to driver licenses and motor vehicle registration laws.

- The program requires the promulgation and enforcement of rules and regulations that allow citizens to operate motorized vehicles upon the highways and streets of Louisiana. This program is managed in a professional, compassionate and responsive manner while maintaining a high standard of quality through an innovative approach to customer service. Several alternative methods of compliance have been established to reduce walk-in customers; however, the agency has no control over the willingness of clients to participate in the electronic means offered. The agency will utilize a turnkey communications program entitled "Get It Together" to better inform and educate clients.

- Goal one was established by Executive Order #MJF 97-39 in which the Governor ordered all state agencies in the Executive Branch, and all officers and employees to deliver effective, efficient and responsive customer service to the individuals and entities they serve.

  Goal two was established under the authority of Title 32, Title 47 and Title 36, Section 401 <u>et seq.</u> of the Louisiana Revised Statutes.

- The primary persons who will benefit from Objective I.1 are the citizens of Louisiana.

  The primary persons who will benefit from Objective I.2 are the employees of the Office of Motor Vehicles.

  The primary persons who will benefit from Objective I.3 are the regulated business partners of the Office of Motor Vehicles.

  The primary persons who will benefit from Objective II.1 are the court systems, law enforcement, insurance industry, private industry, state agencies and all other individuals requesting expedient service from the Office of Motor Vehicles.

- A SWOT analysis was performed to determine potential external factors that may influence performance. (see attached)

- The methods/tools used to develop objectives and strategies included management brainstorming sessions and research. The team also utilized a tool called "Objective Clusters" to generate goals and objectives to promote individual contribution.

- The Strategy Analysis Checklist obtained from Manageware was used in preparation of the agency strategic plan.

- This program is not duplicated elsewhere. Privatization provides for functions to be performed outside the agency. The agency is currently undergoing a major re-engineering of its infrastructure to eliminate any duplication of daily functions.

STRATEGY ANALYSIS CHECKLIST

STRATEGY I.1.1   **Multi-service stations (customer-centric services)**

___✔___Analysis

            _____ Cost/benefit analysis conducted

            ___✔__ Other analysis used

            ___✔__ Impact on other strategies considered

___✔___Authorization

            ___✔__ Authorization exists

            _____ Authorization needed

___✔___Organization Capacity

            _____ Needed structural or procedural changes identified

            ___✔__ Resource needs identified

___✔___Time Frame

            _____ Already ongoing

            ___✔__ New, startup date estimated

            _____ Lifetime of strategy identified

___✔___ Fiscal Impact

            ___✔__ Impact on operating budget

            _____ Impact on capital outlay

            ___✔___ Means of finance identified

STRATEGY I.1.2   Broaden electronic/automated services

___✔___Analysis

                                    _____ Cost/benefit analysis conducted

                                    ___✔__ Other analysis used

                                    ___✔__ Impact on other strategies considered

___✔___Authorization

                                    ___✔__ Authorization exists

                                    _____ Authorization needed

___✔___Organization Capacity

                                    _____ Needed structural or procedural changes identified

                                    ___✔__ Resource needs identified

___✔___Time Frame

                                    ___✔__ Already ongoing

                                    _____ New, startup date estimated

                                    _____ Lifetime of strategy identified

___✔___ Fiscal Impact

                                    ___✔__ Impact on operating budget

                                    _____ Impact on capital outlay

                                    ___✔__ Means of finance identified

STRATEGY I.1.3   Increase toll-free phone services to accommodate fluctuations in customer demands

___✔___Analysis

                _____ Cost/benefit analysis conducted

                ___✔__ Other analysis used

                ___✔__ Impact on other strategies considered

___✔___Authorization

                ___✔__ Authorization exists

                _____ Authorization needed

___✔___Organization Capacity

                _____ Needed structural or procedural changes identified

                ___✔__ Resource needs identified

___✔___Time Frame

                ___✔__Already ongoing

                _____ New, startup date estimated

                _____ Lifetime of strategy identified

___✔___ Fiscal Impact

                ___✔__ Impact on operating budget

                _____ Impact on capital outlay

                ___✔__ Means of finance identified

STRATEGY I.1.4   **Increase the number of Q-matics in local offices to expedite the routing of customers**

___✔___Analysis

          _____ Cost/benefit analysis conducted
          ___✔__ Other analysis used
          ___✔__ Impact on other strategies considered

___✔___Authorization

          ___✔__ Authorization exists
          _____ Authorization needed

___✔___Organization Capacity

          _____ Needed structural or procedural changes identified
          ___✔__ Resource needs identified

___✔___Time Frame

          ___✔__ Already ongoing
          _____ New, startup date estimated
          _____ Lifetime of strategy identified

___✔___ Fiscal Impact

          ___✔__ Impact on operating budget
          _____ Impact on capital outlay
          ___✔__ Means of finance identified

STRATEGY I.1.5   Decrease walk-in customer wait times

___✔___Analysis

　　　　　　　_____ Cost/benefit analysis conducted
　　　　　　　___✔__ Other analysis used
　　　　　　　___✔__ Impact on other strategies considered

___✔___Authorization

　　　　　　　___✔__ Authorization exists
　　　　　　　_____ Authorization needed

___✔___Organization Capacity

　　　　　　　_____ Needed structural or procedural changes identified
　　　　　　　___✔__ Resource needs identified

___✔___Time Frame

　　　　　　　___✔__ Already ongoing
　　　　　　　_____ New, startup date estimated
　　　　　　　_____ Lifetime of strategy identified

___✔___ Fiscal Impact

　　　　　　　___✔__ Impact on operating budget
　　　　　　　_____ Impact on capital outlay
　　　　　　　___✔__ Means of finance identified

STRATEGY I.1.6   **Promote the "Get It Together" Program developed by AAMVA (American Association of Motor Vehicle Administrators)**

___✔___Analysis

             _____ Cost/benefit analysis conducted
             ___✔__ Other analysis used
             ___✔__ Impact on other strategies considered

___✔___Authorization

             ___✔__ Authorization exists
             _____ Authorization needed

___✔___Organization Capacity

             _____ Needed structural or procedural changes identified
             ___✔__ Resource needs identified

___✔___Time Frame

             _____ Already ongoing
             ___✔__ New, startup date estimated
             _____ Lifetime of strategy identified

___✔___ Fiscal Impact

             ___✔__ Impact on operating budget
             _____ Impact on capital outlay
             ___✔__ Means of finance identified

STRATEGY I.2.1   Increase availability of computer based training for all employees

___✔___Analysis

_____ Cost/benefit analysis conducted

___✔__ Other analysis used

___✔__ Impact on other strategies considered

___✔___Authorization

___✔__ Authorization exists

_____ Authorization needed

___✔___Organization Capacity

_____ Needed structural or procedural changes identified

___✔__ Resource needs identified

___✔___Time Frame

_____ Already ongoing

__✔__ New, startup date estimated

_____ Lifetime of strategy identified

___✔___ Fiscal Impact

___✔__ Impact on operating budget

_____ Impact on capital outlay

___✔__ Means of finance identified

STRATEGY I.2.2   Increase availability of flexible work schedules for employees

___✔___Analysis

      _____ Cost/benefit analysis conducted

      ___✔__ Other analysis used

      ___✔__ Impact on other strategies considered

___✔___Authorization

      ___✔__ Authorization exists

      _____ Authorization needed

___✔___Organization Capacity

      _____ Needed structural or procedural changes identified

      ___✔__ Resource needs identified

___✔___Time Frame

      ___✔__ Already ongoing

      _____ New, startup date estimated

      _____ Lifetime of strategy identified

___✔___ Fiscal Impact

      ___✔__ Impact on operating budget

      _____ Impact on capital outlay

      ___✔__ Means of finance identified

STRATEGY I.2.3   **Expand the employee recognition program**

___✔___Analysis

        _____ Cost/benefit analysis conducted
        ___✔__ Other analysis used
        ___✔__ Impact on other strategies considered

___✔___Authorization

        ___✔__ Authorization exists
        _____ Authorization needed

___✔___Organization Capacity

        _____ Needed structural or procedural changes identified
        ___✔__ Resource needs identified

___✔___Time Frame

        _____ Already ongoing
        ___✔__ New, startup date estimated
        _____ Lifetime of strategy identified

___✔___ Fiscal Impact

        ___✔__ Impact on operating budget
        _____ Impact on capital outlay
        ___✔__ Means of finance identified

STRATEGY I.3.1   Expand training for OMV regulated business partners (VR Training and 3rd party testers)

___✔___Analysis

              _____ Cost/benefit analysis conducted

              ___✔__ Other analysis used

              ___✔__ Impact on other strategies considered

___✔___Authorization

              ___✔__ Authorization exists

              _____ Authorization needed

___✔___Organization Capacity

              _____ Needed structural or procedural changes identified

              ___✔__ Resource needs identified

___✔___Time Frame

              ___✔__ Already ongoing

              _____ New, startup date estimated

              _____ Lifetime of strategy identified

___✔___ Fiscal Impact

              ___✔__ Impact on operating budget

              _____ Impact on capital outlay

              ___✔__ Means of finance identified

STRATEGY II.1.1   Implementation of fingerprinting of all hazardous materials drivers

___✔___Analysis

          _____ Cost/benefit analysis conducted

          ___✔__ Other analysis used

          ___✔__ Impact on other strategies considered

___✔___Authorization

          ___✔__ Authorization exists

          _____ Authorization needed

___✔___Organization Capacity

          _____ Needed structural or procedural changes identified

          ___✔__ Resource needs identified

___✔___Time Frame

          _____ Already ongoing

          ___✔__ New, startup date estimated

          _____ Lifetime of strategy identified

___✔___ Fiscal Impact

          ___✔__ Impact on operating budget

          _____ Impact on capital outlay

          ___✔__ Means of finance identified

STRATEGY II.1.2   **Implement on-line verification of birth/death certificates with the Office of Public Health**

___✔___Analysis

 _____ Cost/benefit analysis conducted
 ___✔__ Other analysis used
 ___✔__ Impact on other strategies considered

___✔___Authorization

 ___✔__ Authorization exists
 _____ Authorization needed

___✔___Organization Capacity

 _____ Needed structural or procedural changes identified
 ___✔__ Resource needs identified

___✔___Time Frame

 _____ Already ongoing
 ___✔__ New, startup date estimated
 _____ Lifetime of strategy identified

___✔___ Fiscal Impact

 ___✔__ Impact on operating budget
 _____ Impact on capital outlay
 ___✔__ Means of finance identified

STRATEGY II.1.3   Increase the number of internal audits performed

___✔___Analysis

            _____ Cost/benefit analysis conducted
            ___✔__ Other analysis used
            ___✔__ Impact on other strategies considered

___✔___Authorization

            ___✔__ Authorization exists
            _____ Authorization needed

___✔___Organization Capacity

            _____ Needed structural or procedural changes identified
            ___✔__ Resource needs identified

___✔___Time Frame

            ___✔__ Already ongoing
            _____ New, startup date estimated
            _____ Lifetime of strategy identified

___✔___ Fiscal Impact

            ___✔__ Impact on operating budget
            _____ Impact on capital outlay
            ___✔__ Means of finance identified

STRATEGY II.1.4   Establish employee training (web-based) on fraudulent document detection

___✔___Analysis

             _____ Cost/benefit analysis conducted

             ___✔__ Other analysis used

             ___✔__ Impact on other strategies considered

___✔___Authorization

             ___✔__ Authorization exists

             _____ Authorization needed

___✔___Organization Capacity

             _____ Needed structural or procedural changes identified

             ___✔__ Resource needs identified

___✔___Time Frame

             _____ Already ongoing

             ___✔__ New, startup date estimated

             _____ Lifetime of strategy identified

___✔___ Fiscal Impact

             ___✔__ Impact on operating budget

             _____ Impact on capital outlay

             ___✔__ Means of finance identified

STRATEGY II.2.1   **Promote the "Get It Together" Program developed by AAMVA (American Association of Motor Vehicle Administrators)**

___✔___Analysis

                        _____ Cost/benefit analysis conducted

                        ___✔__ Other analysis used

                        ___✔__ Impact on other strategies considered

___✔___Authorization

                        ___✔__ Authorization exists

                        _____ Authorization needed

___✔___Organization Capacity

                        _____ Needed structural or procedural changes identified

                        ___✔__ Resource needs identified

___✔___Time Frame

                        _____ Already ongoing

                        ___✔__ New, startup date estimated

                        _____ Lifetime of strategy identified

___✔___ Fiscal Impact

                        ___✔__ Impact on operating budget

                        _____ Impact on capital outlay

                        ___✔__ Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Average wait time in minutes in telephone queues**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        To assist in the determination for the need of additional queue slots as well as the need for additional operators to handle the high call volume.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Automatic Call Distribution Reports prov ided by Office of Telecommunications Management – Gathered daily, weekly and monthly – Reported quarterly on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        The formula is written within the software that provides the reports.

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?)
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The weakness of this indicator is that separate lines are designated by type of telephone service requested, i.e. driver's license / vehicle registration info vs. driver suspension / vehicle revocations.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e‑mail address).

Gloria Jones, Headquarter Services Administrator
225-925-6281
225-925-1937 (fax)
gljones@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase OMV regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of regulated business partners trained via computer based training**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

    New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

    Output – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

    Measures the number of regulated business partners trained thru computer based training

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

    The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

    The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

    This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

    Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

    Simple Math – Number of regulated business partners that were trained via computer based training

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

    Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of regulated business partner surveys**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

     New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

     Input - Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

     Measures the number of regulated business partner surveys sent

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

     This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

     The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

     This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

     Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

     Simple Math – Adding the number of regulated business partner surveys sent

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

     Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of

precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of regulated business partner survey responses**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

    New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

    Output - Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

    Measures the number of regulated business partner surveys received back from regulated business partners

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

    This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

    The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

    This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

    Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

    Simple Math – Adding the number of regulated business partner survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

    Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program:　　　　　**Licensing**

Objective :　　　　**I.2 Increase employee satisfaction by 3% by June 30, 2010.**

Indicator Name:　　**Number of awards issued**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

　　　　New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

　　　　Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

　　　　Measures the number of awards issued

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

　　　　The indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

　　　　The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

　　　　This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

　　　　Internal Log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

　　　　Simple Math – Adding the number of awards issued

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

　　　　Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of

precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gwen Dunware, Regional Manager
OMV Field Services
225-925-4610
225-925-3821 (fax)
gdunware@dps.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2 Increase employee satisfaction by 3% by June 30, 2010.**

Indicator Name: **Number of awards available**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

     New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

     Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

     Measures the number of awards available

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

     The indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

     The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

     This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

     Internal Log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

     Simple Math – Adding the number of award categories

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

     Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of

precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gwen Dunware, Regional Manager
OMV Field Services
225-925-4610
225-925-3821 (fax)
gdunware@dps.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number increase in electronic/automated services**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To determine the number increase in automated/electronic services offered to customers via the internet or interactive voice response system.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual count – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (# currently) + (# new)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Medium reinstatement office wait time (in minutes)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> 11307

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> To provide an average wait time in medium reinstatement field offices.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log.

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – (Add all wait times in medium reinstatement offices) / (# of customers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has the limitation of wait times varying depending on location, day of week, time of day and whether a holiday has just occurred.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Medium OMV office wait time (in minutes)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

     11302

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

     Input - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

     To provide an average wait time in medium OMV field offices.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

     The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

     The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

     This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

     Manual internal log.

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

     Simple Math – (Add all wait times in medium OMV offices) / (# of customers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

     Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has the limitation of wait times varying depending on location, day of week, time of day and whether a holiday has just occurred.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Large reinstatement office wait time (in minutes)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> 11305

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> To provide an average wait time in large reinstatement field offices.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log.

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – (Add all wait times in large reinstatement offices) / (# of customers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has the limitation of wait times varying depending on location, day of week, time of day and whether a holiday has just occurred.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Large OMV office wait time (in minutes)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> 11300

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input – GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> To provide an average wait time in large OMV field offices.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log.

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – (Add all wait times in large OMV offices) / (# of customers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has the limitation of wait times varying depending on location, day of week, time of day and whether a holiday has just occurred.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Small reinstatement office wait time (in minutes)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      11308

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide an average wait time in small reinstatement field offices.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log.

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (Add all wait times in small reinstatement offices) / (# of customers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

       The indicator has the limitation of wait times varying depending on location, day of week, time of day and whether a holiday has just occurred.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

       Karrie Sawin
       225-925-4089
       225-925- 7024 (fax)
       ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Small OMV office wait time (in minutes)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      11303

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide an average wait time in small OMV field offices.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log.

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (Add all wait times in small OMV offices) / (# of customers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has the limitation of wait times varying depending on location, day of week, time of day and whether a holiday has just occurred.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of vehicle registration renewals returned and processed via the mail**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      2012

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide the percentage of Vehicle registration renewals returned and process via the mail.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

  The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

  Staci Hoyt
  IT Tech Support Specialist II
  225-925-4656
  225-925-1838 (fax)
  shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of vehicle registration renewals returned and processed via the internet**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

>   10559

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

>   Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

>   To provide the percentage of Vehicle registration renewals returned and process via the internet.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

>   The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

>   The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

>   This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to not be valid, reliable and accurately reported. Calculation methodology was changed to be in compliance.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

>   Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

>   Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of vehicle registration renewals returned and processed via conversant**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      10560

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide the percentage of Vehicle registration renewals returned and process via the conversant.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to not be valid, reliable and accurately reported. Calculation methodology was changed to be in compliance.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of toll-free telephone calls answered**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the percentage of customers assisted by the agents

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Automatic Call Distribution Reports provided by Office of Telecommunications Management – Gathered daily, weekly and monthly – Reported quarterly on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

The formula is written within the software that provides the reports.

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gloria Jones, Headquarter Services Administrator
225-925-6281
225-925-1937 (fax)
gljones@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of Phase 5 Completion, Next Generation Motor Vehicles**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the percentage of completion of Next Generation Motor Vehicles, Phase 5

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Formula = (# of completed phase projects) / (# of total phase projects)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

      The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

      Rosie Fritz, Deputy Commissioner
      225-925-4089
      225-925- 7024(fax)
      rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of Phase 4 Completion, Next Generation Motor Vehicles**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the percentage of completion of Next Generation Motor Vehicles, Phase 4

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

Simple Math – Formula = (# of completed phase projects) / (# of total phase projects)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Rosie Fritz, Deputy Commissioner
        225-925-4089
        225-925- 7024(fax)
        rfritz@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of Phase 3 Completion, Next Generation Motor Vehicles**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

     New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

     Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

     Measures the percentage of completion of Next Generation Motor Vehicles, Phase 3

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

     This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

     The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

     This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

     Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

     Simple Math – Formula = (# of completed phase projects) / (# of total phase projects)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

     Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Rosie Fritz, Deputy Commissioner
225-925-4089
225-925- 7024(fax)
rfritz@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of Phase 2 Completion, Next Generation Motor Vehicles**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the percentage of completion of Next Generation Motor Vehicles, Phase 2

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

Simple Math – Formula = (# of completed phase projects) / (# of total phase projects)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Rosie Fritz, Deputy Commissioner
        225-925-4089
        225-925- 7024(fax)
        rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of Phase 1 Completion, Next Generation Motor Vehicles**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the percentage of completion of Next Generation Motor Vehicles, Phase 1

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Formula = (# of completed phase projects) / (# of total phase projects)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Rosie Fritz, Deputy Commissioner
> 225-925-4089
> 225-925-7024(fax)
> rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of Identification cards returned and processed via the mail**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        2010

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        To provide the percentage of Identification cards returned and process via the mail.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Staci Hoyt
        IT Tech Support Specialist II
        225-925-4656
        225-925-1838 (fax)
        shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of Identification cards returned and processed via the internet**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide the percentage of Identification cards returned and process via the internet.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other bas is? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Staci Hoyt
> IT Tech Support Specialist II
> 225-925-4656
> 225-925-1838 (fax)
> shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of Identification cards returned and processed via the conversant**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

    New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

    GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

    To provide the percentage of Identification cards returned and process via the conversant.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

    The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

    The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

    This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

    Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

    Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

    Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

      The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

      Staci Hoyt
      IT Tech Support Specialist II
      225-925-4656
      225-925-1838 (fax)
      shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of hazardous materials drivers fingerprinted**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome- Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of hazardous materials drivers that have been fingerprinted

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = (# of hazmat drivers that have been fingerprinted) / (# of hazmat drivers)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lac k of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e- mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of field office locations offering Q-Matic routing**

Indicator LaPAS PI Code: (Provide LaPAS PI Co des for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

   New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

   Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

   Measures the percent of field office locations offering Q-Matic routing.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

   This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

   The term "Q-Matic" refers to an automated routing system installed in offices that routes customers dependent on the type of service requested. This mechanism provides management with important tools to provide a higher level of customer service to the public.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

   This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

   Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

   Simple Math – Formula = (# of locations with Q-Matic) / (total # of locations)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

   Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of errors found during outsource provider audits**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      14280

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of errors found during outsource provider audits

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = (# of outsource provider file errors) / (# of outsource provider files audited)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Cynthia Robbins
        225-925-4052
        225-925- 4739 (fax)
        crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage of errors found during in-house audits**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        14279

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the percentage of errors found during in-house audits

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual internal log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Formula = (# of in-house file errors) / (# of in-house files audited)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Cynthia Robbins
> 225-925-4052
> 225-925- 4739 (fax)
> crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees working flexible schedules**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

>   New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

>   Output – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

>   Measures the percentage of employees on flexible work schedules

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

>   This indicator will enable management to adequately staff sections/offices during peak times. This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

>   The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

>   This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

>   Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

>   Simple Math – Formula = (# of employees working flex) / (# of employees)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

>   Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Rosie Fritz, Deputy Commissioner
225-925-4089
225-925- 7024(fax)
rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees very satisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the percentage of employee survey responses rated very satisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Dividing the number of "very satisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

       The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

       Rosie Fritz, Deputy Commissioner
       225-925-4089
       225-925- 7024(fax)
       rfritz @dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees very dissatisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

  New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

  Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

  Measures the percentage of employee survey responses rated very dissatisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

  This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

  The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

  This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

  Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

  Simple Math – Dividing the number of "very dissatisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

  Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Rosie Fritz, Deputy Commissioner
        225-925-4089
        225-925- 7024(fax)
        rfritz @dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees trained through computer based training**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome – Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of employees trained through computer based training

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – (# of employees trained via CBT) / (# of employees)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined wth indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees satisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of employee survey responses rated satisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Dividing the number of "satisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Rosie Fritz, Deputy Commissioner
> 225-925-4089
> 225-925- 7024(fax)
> rfritz @dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees neutral**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of employee survey responses rated neutral

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Dividing the number of "neutral" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

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Rosie Fritz, Deputy Commissioner
225-925-4089
225-925- 7024(fax)
rfritz@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of employees dissatisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of employee survey responses rated dissatisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

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      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Dividing the number of "dissatisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

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225-925-4089
225-925- 7024(fax)
rfritz @dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of customers very satisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of customer survey responses rated very satisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Dividing the number of "very satisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

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10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Karrie Sawin
        225-925-4089
        225-925- 7024 (fax)
        ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of customers very dissatisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of customer survey responses rated very dissatisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

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4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

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> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Dividing the number of "very dissatisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

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10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of customers satisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of customer survey responses rated satisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

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> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Dividing the number of "satisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

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> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of customers neutral**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the percentage of customer survey responses rated neutral

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

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Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

Simple Math – Dividing the number of "neutral" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

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> ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of customers dissatisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of customer survey responses rated dissatisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

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6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Dividing the number of "dissatisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of Class D & E driver licenses returned and processed via the internet**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

   11290

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

   Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

   To provide the percentage of Class D & E driver licenses returned and process via the internet.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

   The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

   The indicator name clearly identifies w hat is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

   This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

   Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

   Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

   Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Staci Hoyt
> IT Tech Support Specialist II
> 225-925-4656
> 225-925-1838 (fax)
> shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of Class D & E driver licenses returned and processed via conversant**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      11287

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide the percentage of Class D & E driver licenses returned and process via the conversant.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Staci Hoyt
> IT Tech Support Specialist II
> 225-925-4656
> 225-925-1838 (fax)
> shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of Class D & E driver licenses returned and processed by mail**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      2008

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      To provide the percentage of Class D & E driver licenses returned and process by mail.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – (# of invitations processed via this method) / (# of invitations mailed)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Staci Hoyt
> IT Tech Support Specialist II
> 225-925-4656
> 225-925-1838 (fax)
> shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners very satisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of regulated business partner survey responses rated very satisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Dividing the number of "very satisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

>The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

>Cynthia Robbins
>225-925-4052
>225-925- 4739 (fax)
>crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners very dissatisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of regulated business partner survey responses rated very dissatisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Dividing the number of "very dissatisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Cynthia Robbins
        225-925-4052
        225-925- 4739 (fax)
        crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.3** Increase OMV regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners trained via computer based training**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Outcome – Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the percentage of regulated business partners taking advantage of computer based training

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Percentage of regulated business partners that were trained via computer based training

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Cynthia Robbins
        225-925-4052
        225-925- 4739 (fax)
        crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response w ith the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners trained through instructor lead training programs**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Outcome – Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the percentage of regulated business partners trained through instructor lead training programs

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – (# of business partners trained via instructor lead) / (# of business partners)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

>The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

>Cynthia Robbins
>225-925-4052
>225-925- 4739 (fax)
>crobbins@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners satisfied**

Indicator LaPAS PI Code: (Provide LaPA S PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

    New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

    Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

    Measures the percentage of regulated business partner survey responses rated satisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

    This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

    The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

    This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

    Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

    Simple Math – Dividing the number of "satisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

    Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Cynthia Robbins
        225-925-4052
        225-925- 4739 (fax)
        crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners neutral**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the percentage of regulated business partner survey responses rated neutral

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

Simple Math – Dividing the number of "neutral" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Percentage of regulated business partners dissatisfied**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of regulated business partner survey responses rated dissatisfied

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Dividing the number of "dissatisfied" ratings by the number of survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Cynthia Robbins
> 225-925-4052
> 225-925- 4739 (fax)
> crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2 Increase employee satisfaction by 3% by June 30, 2010.**

Indicator Name: **Percentage of awards issued**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the percentage of awards issued

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal Log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Number of awards issued divided by the number of awards available

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of

precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gwen Dunware, Regional Manager
OMV Field Services
225-925-4610
225-925-3821 (fax)
gdunware@dps.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.
                      II.2 Increase communication efforts to promote public awareness by 100% by
                      June 30, 2010.

Indicator Name: **Percentage increase of initiatives implemented from "Get It Together"
                      program**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS;
indicate "New" for indicators that have never been reported in LaPAS.)

>   New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than
one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance
information?)

>   Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of
performance targeted in this objective? How does it help tell your performance story?)

>   Measures the percentage of public awareness initiatives implemented from "Get It Together"

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the
indicator be used only for internal management purposes or will it also surface for performance-based budgeting
purposes?

>   This indicator will be used for internal management purposes and may also surface for performance-
>   based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain
jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

>   AAMVA has developed a turnkey communications program entitled "Get It Together" to aid jurisdictions with
>   informing and educating the public on new guidelines, policies and procedures.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If
so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

>   This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log
or database; external database or publication.) What is the frequency and timing of collection and reporting? (For
example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when
reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is
frequency and timing of collection and reporting consistent?)

>   Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example,
highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard
calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method
used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more
than one agency or program, is the method of calculation consistent? If not, why not?

>   Simple Math – Formula =(# of new initiatives implemented) / (total # of initiatives)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger
whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator
represents one client group served by a program, can it be combined with indicators for other client groups in

order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Percentage increase of Homeland Security initiatives**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the percentage increase of Homeland Security initiatives implemented

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Formula = (# of new initiatives implemented) / (# of current initiatives implemented)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

  The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

  Rosie Fritz, Deputy Commissioner
  225-925-4089
  225-925- 7024(fax)
  rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective : **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Percent of field locations offering multiple services**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the percent of field office locations that offer "one-stop-shop" service. This will be a product of the reengineered computer system.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

Simple Math – Formula = (# that offer multiple services) / (total # of office locations)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of walk-in customers**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the total number of walk-in customers. Previously, the agency reported the number of walk-in customers. This was done via a manual count of each person that signed in at a motor vehicle office. However, a large majority of customers conduct more than one transaction per visit. Therefore, at the beginning of FY 03-04 the agency began reporting the number of transactions performed (PI #10558). With the re-engineering of the agency computer system, a computerized report will be able to determine the number of customers regardless of the number of transactions they conducted.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator has no limitations or weaknesses.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Calculation of customers served by location each day

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The limitation of this indicator is customers that are rejected therefore undocumented.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of walk-in customer transactions**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

>   10558

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

>   Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

>   Measures the total number of customer transactions. Previously, the agency reported the number of walk-in customers. This was done via a manual count of each person that signed in at a motor vehicle office. However, a large majority of customers conduct more than one transaction per visit. Therefore, at the beginning of FY 03-04 the agency began reporting the number of transactions performed. This data is obtained via a computer generated report provided by the DPS Data Center.   A new GPI indicator will be added FY 05-06 to also give the number of walk-in customers.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

>   This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

>   The indicator has no limitations or weaknesses.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

>   This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

>   Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

>   Simple Math – Calculation of all transactions performed by location each day

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

    Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

    The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

    Karrie Sawin
    225-925-4089
    225-925- 7024 (fax)
    ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of transactions performed by Public Tag Agents**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      11269

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of transactions performed by a Public Tag Agents . Currently, only vehicle registration transactions are performed by Public Tag Agents.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator has no limitations or weaknesses.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Calculation of all transactions performed by Public Tag Agents each day

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in

order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of vehicle registration / drivers license field office locations**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> 11277

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the number of vehicle registration / drivers license field office locations

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Adding the number of vehicle registration / drivers license office locations

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of transactions processed via internet**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the number of transactions performed by internet.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator has no limitations or weaknesses.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Calculation of all transactions performed via internet

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of transactions processed via conversant**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of transactions performed by conversant.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator has no limitations or weaknesses.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Calculation of all transactions performed via conversant

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of transactions conducted by Mobile Motor Vehicle office.**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      11270

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of transactions performed by mobile motor vehicle office.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator has no limitations or weaknesses.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered monthly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Calculation of all transactions performed by mobile motor vehicle office

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Karrie Sawin
        225-925-4089
        225-925- 7024 (fax)
        ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Average daily number of toll-free telephone agents**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the number of on-site toll-free agents available daily to assist the public

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Automatic Call Distribution Reports provided by Office of Telecommunications Management – Gathered daily, weekly and monthly – Reported quarterly on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

The formula is written within the software that provides the reports (average number of call center agents available daily.

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gloria Jones, Headquarter Services Administrator
225-925-6281
225-925-1937 (fax)
gljones@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of toll-free off-site telephone agents (telecommuting)**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

  New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

  Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

  Measures the number of off-site toll-free agents available daily to assist the public

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

  The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

  The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

  This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

  Automatic Call Distribution Reports provided by Office of Telecommunications Management – Gathered daily, weekly and monthly – Reported quarterly on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

  The formula is written within the software that provides the reports.

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gloria Jones, Headquarter Services Administrator
225-925-6281
225-925-1937 (fax)
gljones@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.
II.2 Increase communication efforts to promote public awareness by 100% by
June 30, 2010.

Indicator Name: **Number of initiatives in "Get It Together" program**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS;
indicate "New" for indicators that have never been reported in LaPAS.)

>   New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than
one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance
information?)

>   Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of
performance targeted in this objective? How does it help tell your performance story?)

>   Measures the number of public awareness initiatives from "Get It Together"

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the
indicator be used only for internal management purposes or will it also surface for performance-based budgeting
purposes?

>   This indicator will be used for internal management purposes and may also surface for performance-
>   based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain
jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

>   AAMVA has developed a turnkey communications program entitled "Get It Together" to aid jurisdictions with
>   informing and educating the public on new guidelines, policies and procedures.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If
so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

>   This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log
or database; external database or publication.) What is the frequency and timing of collection and reporting? (For
example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when
reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is
frequency and timing of collection and reporting consistent?)

>   Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example,
highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard
calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method
used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more
than one agency or program, is the method of calculation consistent? If not, why not?

>   Simple Math – Formula = # of new initiatives

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger
whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator
represents one client group served by a program, can it be combined with indicators for other client groups in
order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.
II.2 Increase communication efforts to promote public awareness by 100% by June 30, 2010.

Indicator Name: **Number of initiatives implemented from "Get It Together" program**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the number of public awareness initiatives from "Get It Together" implemented

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        AAMVA has developed a turnkey communications program entitled "Get It Together" to aid jurisdictions with informing and educating the public on new guidelines, policies and procedures.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Formula = Compilation of new initiatives implemented

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in

order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of outsource provider files audited**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      14275

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of outsource provider files audited.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = # of outsource provider files audited

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of outsource provider audits performed**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        14278

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the number of outsource provider audits performed

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual internal log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Formula = # of outsource provider audits performed

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

     The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e‑mail address).

     Cynthia Robbins
     225-925-4052
     225-925- 4739 (fax)
     crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of on-line birth/death records compared**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the number of on-line comparisons of birth/death records recorded at the Office of Public Health against driver records maintained by Office of Motor Vehicles

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       This indicator will be used for internal management purposes and identify fraud cases for investigations.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Internal and external database – Gathered semi-monthly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Totaling the number of files compared

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicators limitation would be the accuracy/timeliness of files maintained at the Office of Public Health.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Rosie Fritz, Deputy Commissioner
> 225-925-4089
> 225-925- 7024(fax)
> rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of OMV employees**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Input – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the number of employees of agency

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Complement authorized to agency

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e‑mail address).

> Staci Hoyt
> IT Tech Support Specialist II
> 225-925-4656
> 225-925-1838 (fax)
> shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of OMV employees trained through computer based training**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of employees trained through computer based training

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Adding the number of employees trained through computer based training

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of Next Generation Phases**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

  New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

  Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

  Measures the number of Next Generation Phases

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

  This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

  The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

  This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

  Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

  Simple Math – Formula = # of anticipated phases to complete project

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

  Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

       The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

       Rosie Fritz, Deputy Commissioner
       225-925-4089
       225-925- 7024(fax)
       rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of Next Generation Phases implemented**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of Next Generation Phases implemented

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = (# of phases implemented) / (# of anticipated phases to complete project)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Rosie Fritz, Deputy Commissioner
225-925-4089
225-925- 7024(fax)
rfritz@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of instructor lead training programs**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output – Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number instructor lead training programs

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Adding the number of instructor lead training programs

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Cynthia Robbins
> 225-925-4052
> 225-925- 4739 (fax)
> crobbins@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of incoming toll-free telephone calls**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Output – GPI

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the number of toll-free incoming calls

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as w ell as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Automatic Call Distribution Reports provided by Office of Telecommunications Management – Gathered daily, weekly and monthly – Reported quarterly on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       The formula is written within the software that provides the reports.

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gloria Jones, Headquarter Services Administrator
225-925-6281
225-925-1937 (fax)
gljones@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of in-house files audited**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      14275

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of in-house files audited.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = # of in-house files audited

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

      The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e‑mail address).

      Cynthia Robbins
      225-925-4052
      225-925- 4739 (fax)
      crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of in-house audits performed**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

     14277

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

     Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

     Measures the number of in-house audits performed

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

     This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

     The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

     This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

     Manual internal log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

     Simple Math – Formula = # of in-house audits performed

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

     Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

      The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

      Cynthia Robbins
      225-925-4052
      225-925- 4739 (fax)
      crobbins@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of Homeland Security initiatives implemented**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Outcome - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of Homeland Security initiatives implemented

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual Internal Log – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = (# of new initiatives implemented) + (# of current initiatives implemented)

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e‑mail address).

        Rosie Fritz, Deputy Commissioner
        225-925-4089
        225-925- 7024(fax)
        rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of hazardous materials drivers**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of hazardous materials drivers

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Internal database – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Formula = # of drivers that hold a hazmat endorsement

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

>The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

>Cynthia Robbins
>225-925-4052
>225-925- 4739 (fax)
>crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of hazardous materials drivers fingerprinted**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Output- Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the number of hazardous materials drivers that have been fingerprinted

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Internal database – Gathered quarterly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Formula = # of drivers that hold a hazmat endorsement that have been fingerprinted

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

        The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

        Cynthia Robbins
        225-925-4052
        225-925- 4739 (fax)
        crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of field reinstatement locations**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      11279

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of reinstatement field office locations

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has been audited by the Office of the Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Adding the number of field reinstatement locations

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

       The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

       Karrie Sawin
       225-925-4089
       225-925- 7024 (fax)
       ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of field office locations**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the number of field office locations.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Adding the number of field office locations

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

       The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

       Karrie Sawin
       225-925-4089
       225-925- 7024 (fax)
       ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of field office locations offering Q-Matic routing**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

        New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

        Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

        Measures the number of field office locations offering Q-Matic routing.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

        This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

        The term "Q-Matic" refers to an automated routing system installed in offices that routes customers dependent on the type of service requested. This mechanism provides management with important tools to provide a higher level of customer service to the public.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

        This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

        Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

        Simple Math – Adding the number of field office locations that offer Q-Matic routing

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

        Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

  The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

  Karrie Sawin
  225-925-4089
  225-925- 7024 (fax)
  ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of field locations offering multiple services**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of field office locations that offer "one-stop-shop" service. This will be a product of the reengineered computer system.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Adding the number of field office locations that offer "one-stop-shop"

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Karrie Sawin
> 225-925-4089
> 225-925- 7024 (fax)
> ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of employees working flexible schedules**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Output – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of employees on flexible work schedules

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will enable management to adequately staff sections/offices during peak times. This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Adding the number of employees working flexible hours

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Rosie Fritz, Deputy Commissioner
225-925-4089
225-925- 7024(fax)
rfritz @dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2 Increase employee satisfaction by 3% by June 30, 2010.**

Indicator Name: **Number of employees nominated for an award**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the number of employees nominated for an award

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Internal Log – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Adding the number of employees nominated for an award

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source

of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Gwen Dunware, Regional Manager
OMV Field Services
225-925-4610
225-925-3821 (fax)
gdunware@dps.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of employee surveys**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

      New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

      Input - Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

      Measures the number of employee surveys sent

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

      This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

      The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

      This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

      Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

      Simple Math – Adding the number of employee surveys sent

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

      Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of

precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

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225-925-4089
225-925- 7024(fax)
rfritz @dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: Licensing

Objective :   **I.2** Increase employee satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of employee survey responses**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Output - Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the number of employee surveys received back from employees

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Adding the number of employee survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

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> 225-925- 7024(fax)
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of electronic/automated services**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at w hich the indicator will be reported? (Key? Supporting? General performance information?)

       Input

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       To determine the number automated/electronic services offered to customers via the internet or interactive voice response system.

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       The usage of the services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual count – Gathered quarterly – Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Add the number of electronic/automated service mediums offered to the public

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole?
Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Staci Hoyt
IT Tech Support Specialist II
225-925-4656
225-925-1838 (fax)
shoyt@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **II.1** Increase Homeland Security efforts by 80% by June 30, 2010.

Indicator Name: **Number of driver's license / identification card records**

Indicator LaPAS PI Code: (Provide LaPAS PI Co des for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Input - Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the driver's license / identification cards maintained by agency

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Internal database – Gathered semi-monthly - Reported on a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Totaling the number of driver's license / identification card on file

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

      The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

      Rosie Fritz, Deputy Commissioner
      225-925-4089
      225-925- 7024(fax)
      rfritz@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of customer surveys sent**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

>   New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

>   Input - Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

>   Measures the number of customer surveys sent

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

>   This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

>   The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

>   This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

>   Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

>   Simple Math – Adding the number of customer surveys sent

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

>   Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of

precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective: **I.1** Increase customer satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of customer survey responses**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

Output - Supporting

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

Measures the number of customer surveys received back from customers

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

This indicator will be used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

Simple Math – Adding the number of customer survey responses

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Karrie Sawin
225-925-4089
225-925- 7024 (fax)
ksawin@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by satisfaction by 3% by June 30, 2010.
                           I.3 Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of computer based training programs offered**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

       New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

       Output – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

       Measures the number programs offered in computer based training

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

       The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

       The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

       This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

       Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

       Simple Math – Adding the number of programs offered through computer based training

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

       Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Cynthia Robbins
> 225-925-4052
> 225-925- 4739 (fax)
> crobbins@dps.state.la.us

(Use as many pages (sheets) as necessary to fully respond to these documentation items. Precede each response with the number and title of the documentation item.)

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.2** Increase employee satisfaction by satisfaction by 3% by June 30, 2010.
                       I.3 Increase regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of courses offered through computer based training**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the number of courses offered through computer based training

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Adding the number of computer based training courses offered

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Disaggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

> The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

> Cynthia Robbins
> 225-925-4052
> 225-925- 4739 (fax)
> crobbins@dps.state.la.us

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Licensing**

Objective :   **I.3** Increase OMV regulated business partner satisfaction by 3% by June 30, 2010.

Indicator Name: **Number of regulated business partners**

Indicator LaPAS PI Code: (Provide LaPAS PI Codes for indicators that have ever been reported in LaPAS; indicate "New" for indicators that have never been reported in LaPAS.)

> New

1. **Type and Level**: What is the type of the indicator? (Input? Output? Outcome? Efficiency? Quality? More than one type?) What is the level at which the indicator will be reported? (Key? Supporting? General performance information?)

> Input – Key

2. **Rationale:** What is the rationale for the indicator? (Why was this indicator selected? Is it a valid measure of performance targeted in this objective? How does it help tell your performance story?)

> Measures the number of business partners regulated by agency

3. **Use:** How will the indicator be used in management decision making and other agency processes? Will the indicator be used only for internal management purposes or will it also surface for performance-based budgeting purposes?

> The indicator will be used for internal management purposes as well as performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Does the indicator name contain jargon, acronyms or initializations, or unclear terms? If so, clarify or define them.

> The indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?

> This indicator has not been audited by the Office of the Legis lative Auditor.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? (Examples: internal log or database; external database or publication.) What is the frequency and timing of collection and reporting? (For example: Is the information gathered on a monthly, quarterly, semi-annual, or annual, basis? How "old" is it when reported? Is it reported on a state fiscal year, federal fiscal year, calendar year, school year, or other basis? Is frequency and timing of collection and reporting consistent?)

> Manual internal log – Gathered quarterly – Reported a state fiscal year

7. **Calculation Methodology:** How is the indicator calculated? Is this a standard calculation? (For example, highway death rate is the number of highway fatalities per 100,000,000 miles driven. This rate is a standard calculation used by the National Highway Traffic Safety Administration.) Provide the formula or other method used to calculate the indicator. If a nonstandard method is used, explain why. If this indicator is used by more than one agency or program, is the method of calculation consistent? If not, why not?

> Simple Math – Number of business partners regulated by agency

8. **Scope:** Is the indicator aggregated or disaggregated? (Is it a sum of smaller parts or is it a part of a larger whole? Examples: If the indicator is a statewide figure, can it be broken down into region or parish? If the indicator represents one client group served by a program, can it be combined with indicators for other client groups in order to measure the total client population?)

> Aggregate

9. **Caveats:** Does the indicator have limitations or weaknesses (e.g., limited geographical coverage, lack of precision or timeliness, or high cost to collect or analyze)? Is the indicator a proxy or surrogate? Does the source of the data have a bias? Is there a caveat or qualifier about which data users and evaluators should be aware? If so, explain.

The indicator has no limitations or weaknesses.

10. **Responsible Person:** Who is responsible for data collection, analysis, and quality? How can that person or organization be contacted? Provide name, title, and all contact information (including telephone, fax, and e-mail address).

Cynthia Robbins
225-925-4052
225-925- 4739 (fax)
crobbins@dps.state.la.us

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